



## **CUSTOMER/SUBMITTER FREQUENTLY ASKED QUESTIONS AND ANSWERS**

### **1. How private are the comments and information in the ICE system?**

ICE comment card submissions are intended to be anonymous; the entry of contact information is optional. The submitter is not required to provide any contact information unless they request a response. If the submitter does not provide a valid telephone number or email address, the manager may not be able to respond to the submitter. ICE does not purposely track or log information (e.g. name, USERID, etc.) about the individual submitter except for the information that is given as contact information or as comments on the comment card by the submitter. The submitter is not required to login or otherwise identify themselves to ICE to submit a comment card. Contact information and comments are not released or distributed outside the service provider management chain and will be utilized to make contact with the customer only.

### **2. What are the main benefits of using the ICE system?**

The ICE system is intended to enable the users/submitters (customers) of installation services to contribute timely feedback (comments and/or ratings) about the product and services that they have utilized. ICE gives the customers at IMCOM installations a voice that goes directly to the service providers. It also furnishes leadership with data on service delivery and quality. ICE allows managers to benchmark their performance of their service providers against other organizations. Additionally, the system can be accessed from any computer with Internet access and is available 24 hours a day, 7 days a week.

### **3. If a customer checks the “Response Requested” block is there any mechanism in place to ensure that the customer leaves contact information for the service provider?**

The card is set up so that the system will not accept it unless there is a phone number or email in the block. Submitters are encouraged to leave their contact information even when they do not request a response from management. This provides the service provider the opportunity to mend issues or recognize contributions provided by the submitter.

### **4. Does ICE require me to log in or use a password?**

ICE does not require a username or password and is available on a public Web site.

### **5. Who sees the comments that are put on ICE?**

Upon “submit”, the submission is immediately sent as an email to the service provider manager and chain as designated by that organization. It is possible that five individual managers will receive the submission simultaneously. Each week an ICE report is prepared and reviewed by the Garrison Commander. A monthly ICE report is sent to all service provider managers and subsequent chain of command and the Garrison Commander. This report identifies all submissions made in the system for the month and statistical comparables to previous year submission and satisfaction ratings.

### **6. How do I find a service provider?**

To find a service provider, select one of the categories relative to the service provider desired, or select “show all” at the bottom of the screen to open a window of all service providers listed in alphabetical order. The search function at the top of the page can also be used to find service providers by name or function. If the service provider is not listed, or found, then select the service provider named, “Service Provider NOT LISTED” or select the link at the bottom of the page, “Site Suggestions, Questions, Comments” and follow the prompts. Either way, the ICE Administrator will forward the submission appropriately upon receipt.

### **7. Who is the person that is in charge of ICE at my location?**

The ICE Site Manager has been assigned the responsibility of administering the ICE system at your installation. This person is assigned to the Plans, Analysis and Integration Office of the Garrison. Call (787) 707-2207/2747 or email at: [usarmy.buchanan.imcom-atlantic.list.paio@mail.mil](mailto:usarmy.buchanan.imcom-atlantic.list.paio@mail.mil).